

Job Description

Job Title	Coach Driver Full Time
Main Objectives	<p>To drive Company vehicles to provide an efficient, reliable, quality service in accordance with safety legislation and company procedures.</p> <p>To follow the tour instructions as per the work ticket / information or the directions of the hirer / courier.</p> <p>When allocated local bus duties to collect fares and to ensure the safety of passengers, vehicles, employees and other road users.</p>
Relationships	
1) Directly responsible to	Transport Manager / Customer Services Manager
2) Regular and direct working relationships with	Office Staff Other Drivers Fitters
3) Direct working Relationships with	Customers/General Public
4) Indirect Working Relationships with	Company Directors
Key Responsibilities	<ol style="list-style-type: none"> 1) To drive any Company vehicle in accordance with the legal requirements and Company procedures following duties allocated by the Operations Staff. 2) To communicate with customers in a clear concise and polite manner and to ensure they are respected and made to feel welcome regardless of age, sex, race, colour or culture. 3) When allocated local bus work to collect fares, issue tickets, passes, etc and account for all monies taken in accordance with Company procedures. 4) To follow all legislative requirements concerning Drivers' hours regulations, including the use of tachographs, if appropriate. 5) To ensure that any vehicle is driven with due care and attention, ensuring the safety of the passengers and general public. To ensure that defensive driving is practiced throughout every journey, being aware of potential hazards and how to avoid them, complying with Company procedures when parking or handing over vehicles. 6) To ensure the Driver 'First Use' and defect procedure is fully completed to ensure safety and road-worthy condition of the vehicle. 7) To ensure customers with special needs are given every assistance and attention, and to be able to control difficult/challenging customers within legislative and

	<p>Company procedures.</p> <ol style="list-style-type: none"> 8) To report any incident that involves injury, damage to any passenger, pedestrian or third-party property immediately, in line with Company procedures. 9) To handle any emergency which may arise, including following procedures in the event of a vehicle fire. 10) When working on local bus to ensure that registered routes and timetables are observed, as required by the Company's commitment to the Traffic Commissioners, and to copy with external factors which may occur preventing the completion of planned journeys, and ensuring that problems with reliability are reported to the Company as soon as possible. 11) To ensure prompt and accurate completion of all appropriate reports. 12) To promote the company generally and do everything possible to enhance the company's image through appearance and behavior, ensuring that they report for duty sober, in smart uniform and on time. 13) To ensure the cleanliness of all vehicles is kept to a high standard during duties. 14) To carry out additional duties as requested by your Supervisor/Manager. 15) Maybe required to carry out international work as well as UK tours, which will requires time away from home.
<p>Experience, Knowledge & Qualifications Required</p>	<ol style="list-style-type: none"> 1) Must hold a valid PCV License with no more than 3 penalty points 2) Previous bus/coach driving experience and tour work. 3) Must be able to demonstrate an understanding of written and spoken English 4) Ability to work without close supervision 5) Excellent people and communication skills with the ability to deal with people effectively and with ease 6) Experience of delivering excellent customer service in a fast paced working environment 7) A proactive 'want to help' attitude
<p>Health & Safety Responsibility</p>	<ol style="list-style-type: none"> 1) Maintain an awareness of and observation of Fire and Health and Safety Regulations
<p>Safety Critical</p>	<ol style="list-style-type: none"> 1) Comply with all company policies including the Safety and Environmental Policy Statements and Drugs and Alcohol Policy. 2) Set an example by carrying out my duties in a safe manner and ensuring that I do not put myself or others at risk.

Personal Specification

	Essential	Desirable
Education/Qualifications	English, Maths	
Work Experience	Transport Industry	
Skills, Knowledge, Aptitude	Good Interpersonal/communications skills Customer Service experience	
Motivation	'Can do' attitude Self-reliant Well organised	
Impact on Others	Professional manner Self Confident	
Requirements	PCV/PSV Driving License Passport	Drivers CPC